PATENTART

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EXHIBIT C

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December 11, 2003

Case Number or Client I. D. 014208.1635

Number of pages to follow: 5 Attn: Chad Terrell/Esmarie Garland

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Comments:

The text on the left side of the figure was cut off (step 3 in Fig.2) when the figure was sent to us.

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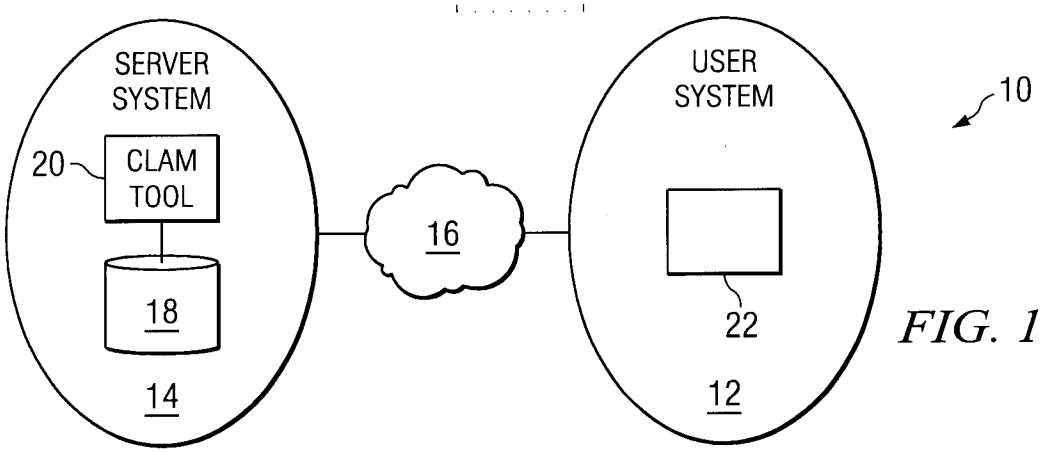

FIG. 1

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INTERFACE CONCEPTS

I. PRE

- A. PROCUREMENT
  - i. GOODS IN
  - ii. GOODS OUT
  - iii. ORDERING REPORT
- B. RESOURCING
  - i. PROJECTS
  - ii. ROLES
- C. SCHEDULING
  - i. BANK HOLIDAYS
  - ii. SITE ACTIVITIES
- D. SYSTEMS ADMIN
  - i. UTILITIES
    - a. CREATE USER
    - b. DAYBOOK REPORT
    - c. GEOGRAPHICAL DATA
    - d. SYSTEM GROUPS
    - e. USER BROWSER
- E. WORKFLOW
  - i. CHANGE REQUESTS
  - ii. HIGH LEVEL SUMMARY

II. ADMINISTRATION

MY DETAILS

INSTALLING CLAM

CONNECTING TO CLAM (CLIENT)

GETTING STARTED

FIG. 4

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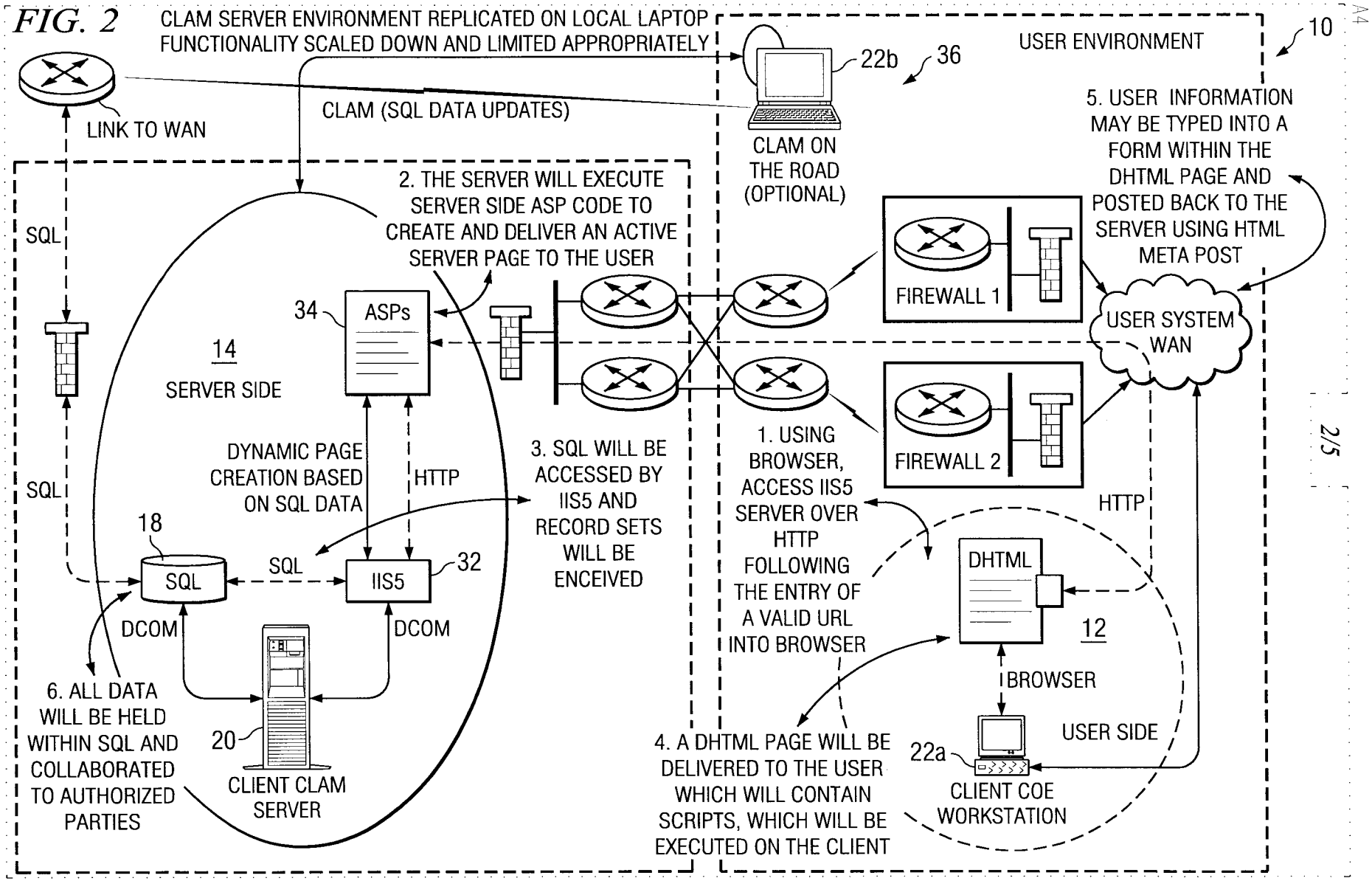
FIG. 2



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CONCEPTS

- I. ADMINISTRATION
  - A. GROUPS
  - B. SYSTEM USERS
  - C. USER RIGHTS
  - D. GEOGRAPHIC DATA
  - E. ATTRIBUTE MAPPING
- II. COLLABORATION
  - A. NEWS
  - B. FORUMS
  - C. KNOWLEDGE BASE
  - D. REPOSITORY
- III. ESTATE
  - A. EQUIPMENT
    - i. ASSETS
    - ii. LOAN EQUIPMENT
    - iii. LICENSES
    - iv. ORDERING
    - v. STOCK
    - vi. GOODS MOVEMENT
  - B. SITE MAPPING
    - i. SITE
    - ii. BUILDINGS
    - iii. WORK AREAS
    - iv. LOCATION POINTS
    - v. FACILITIES MANAGEMENT
- IV. IMAC
  - A. ADDING PRODUCTS OR SERVICES
  - B. REMOVING PRODUCTS OR SERVICES
  - C. OFFICE MOVES
- V. ORGANIZATION
  - A. DOMAINS
  - B. GROUPS
  - C. ROLES
  - D. MEMBER OF STAFF
  - E. BUSINESS STREAM
- VI. RESOURCING
  - A. SITE ACTIVITIES
  - B. SITE ACTIVITY PLAN
  - C. SKILLS MATRIX
  - D. RESOURCE TEAMS
  - E. BANK HOLIDAYS
  - F. SECURITY CLEARANCE
  - G. PROJECTS
- VII. SERVICES
  - A. PRODUCT CATALOGUE
  - B. SERVICE LIST
  - C. CATEGORIES
- VIII. TOPOLOGY
  - A. BUSINESS RULES
  - B. BUILD KEYS
  - C. DNS NAMES
  - D. IP ADDRESSES
- IX. WORKFLOW
  - A. SERVICE MANAGEMENT
    - i. INCIDENTS
    - ii. ESCALATIONS
    - iii. PERSONAL FOLLOW-UPS
    - iv. TEAM FOLLOW-UPS
    - v. SERVICE PROVIDERS
      - a. CONTRACTS
      - b. SERVICE LEVEL AGREEMENTS (SLAs)
  - B. WORK HANDLING
    - i. DROP SHEETS
    - ii. LOW LEVEL CONFIGURATION
    - iii. USER ACCEPTANCE TESTING

FIG. 3

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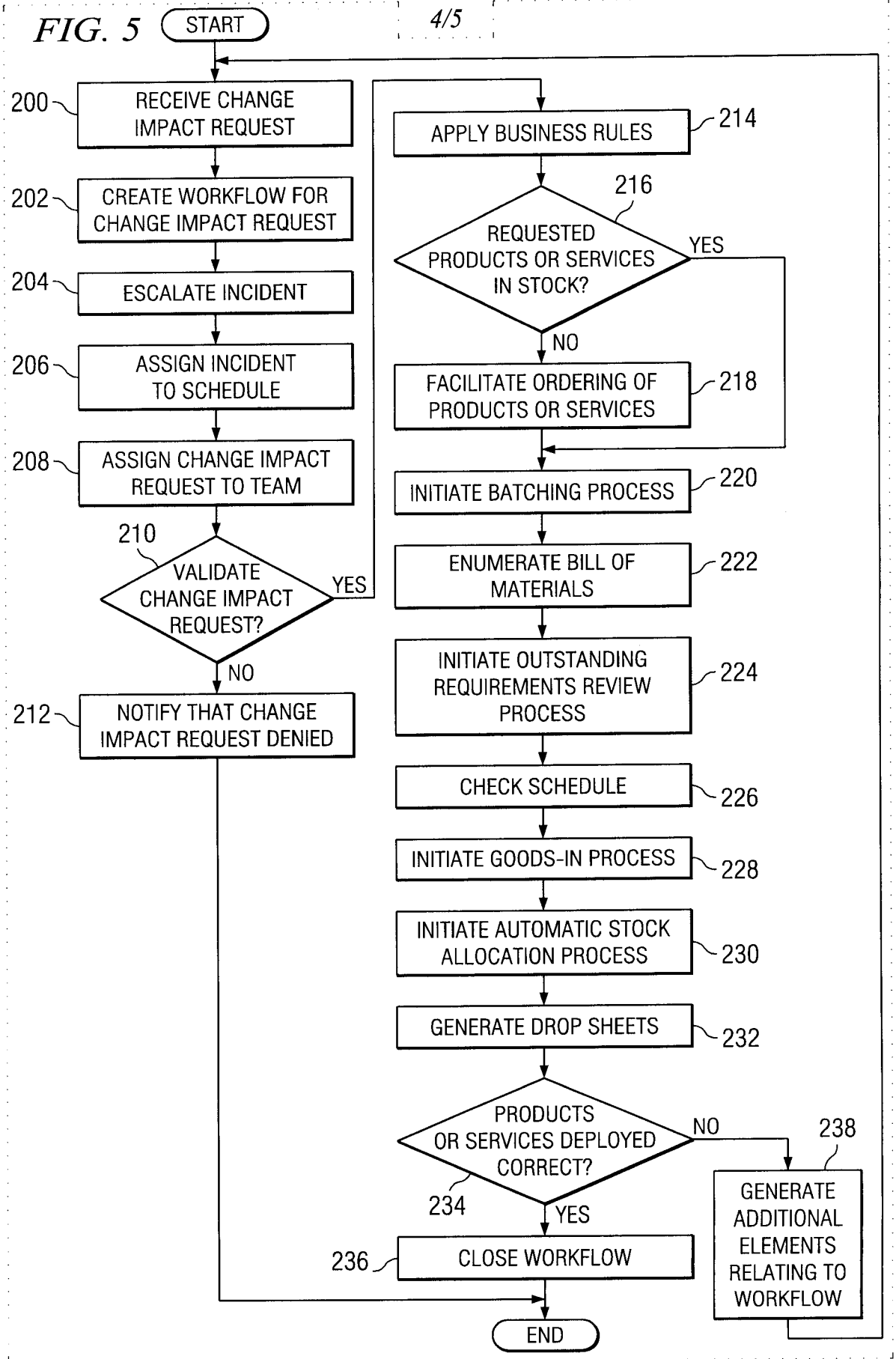
FIG. 5



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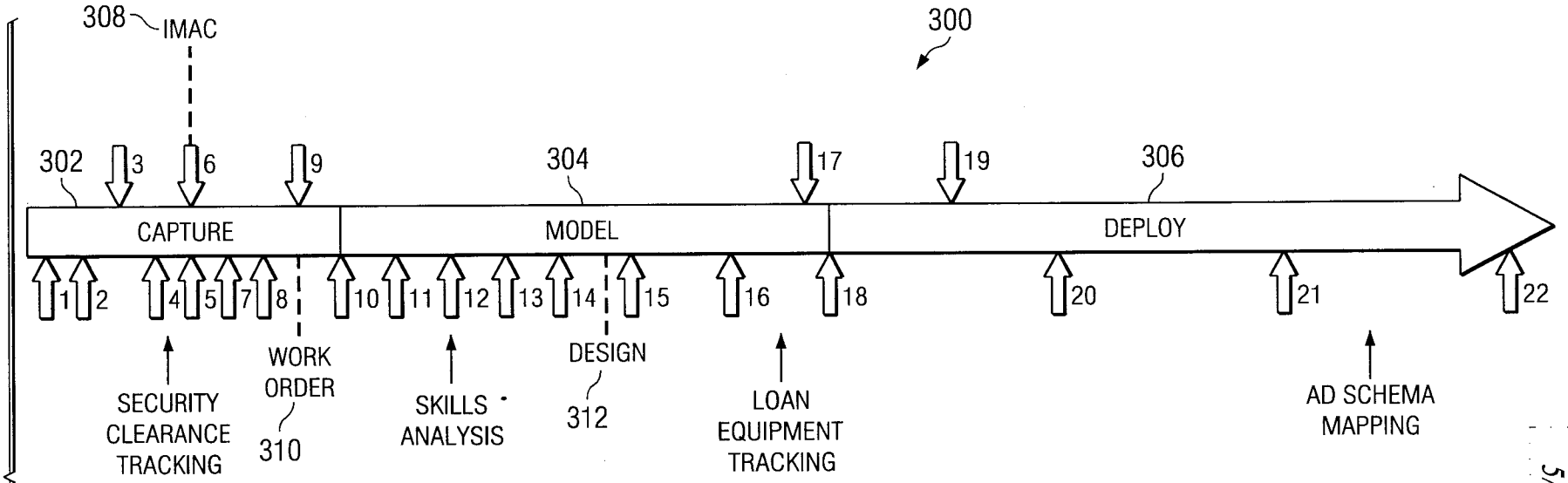

1. CLAM INSTALLED
2. PRIMEVAL DATA LOADED
3. ASSET/SERVICE REGISTRATION
4. BUSINESS RULES ENTERED
5. SOLUTION MAPPING
6. CHANGE REQUEST
7. WORKFLOW CREATED
8. SERVICE MANAGER REVIEWS (SLA) VALIDATES AND SCHEDULES (IMAC/ROLLOUT)
9. CHANGE REQUEST APPROVAL
10. APPROVE CHANGES. IF ANY CHANGE REJECTED, RESTART AT CHANGE APPROVAL
11. APPLY DESIGN RULES
12. STOCK CHECKED
13. BILL OF MATERIALS BATCHED PER BUILDING/VENDOR
14. LOW LEVEL CONFIGURATION PRODUCED
15. EQUIPMENT ORDER REQUIREMENTS
16. GPS DATA LOCATE RESOURCES
17. DELIVERY (GOODS-IN)
18. DROP SHEETS PRODUCED
19. INSTALLATION AND USER ACCEPTANCE TESTING (UAT)
20. ASSETS RECORDED. CHANGE REQUEST CLOSED
21. MOP-UP ACTIVITIES (FOLLOW UPS)
22. LDAP DATA INTERCHANGE FORMAT (LDIF)/LIGHT WEIGHT DIRECTORY ACCESS PROTOCOL (LDAP) EXPORT

FIG. 6

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